

# Indiana Secretary of State Auto Dealer Services Division's System Replacement

Plates on Demand: Using the  
New System





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# Overview

The System Replacement Project will be completed in 2 phases:

Phase 1: Replace the legacy in-house DLS system, provide online Dealer account setup and provide a new Plates on Demand

- The Dealer PIN letters allow for the account setup for Phase 1 online activities
- **Please Note:** the current Plates on Demand will cease to function on Saturday, May 13, 2017 at 11 pm EDT.

Phase 2: Provide complete online functionality

# Dealer PIN Letters

- Several Mailings have occurred
- Dealers with more than one license received more than one letter
- Those recently approved may not have received a letter



CONNIE LAWSON  
SECRETARY OF STATE

## STATE OF INDIANA AUTO DEALER SERVICES DIVISION

MELISSA REYNOLDS  
Division Director

DealerFN DealerLN  
DealerName  
AddressLine1 Address Line2  
City, State Zip5-Zip4

9-Mar-2017

RE: Dealer Number DealerNumber Online Account Set-up

Dear DealerFN DealerLN:

As you may know, the Indiana Secretary of State Auto Dealer Services Division ("Division") has been working on a brand new dealer licensing system. As part of the first phase of implementing the new system, we will be introducing a new Plates on Demand system in the coming weeks. In order to access the new Plates on Demand, you must set up your online dealer account.

You may begin setting up your online dealer account on **March 10, 2017**. **We strongly encourage you to set up your account as soon as possible, and no later than March 31, 2017**, so that you may begin requesting and generating interim license plates as soon as the new system is live. Please watch for more information related to the system going live.

Below you will find your PIN that must be used in conjunction with your name and Dealer License Number (provided above) to establish your relationship to your online dealer account.

PIN: DealerPIN

To access your online dealer account, please visit <https://dealers.sos.in.gov>. Click on "Login." Enter the email

# Assistance with Online Accounts

Information is available on the Auto Dealer Services Division home page found here:

[www.in.gov/sos/dealer](http://www.in.gov/sos/dealer)

Currently Available:

- Dealer Getting Started guide, and
- Explanation of User Roles Available in the New System
- FAQ
- Online Dealer Account Registration Webinar

Assistance with Single Sign On:

- Select “Need Help?” to receive guidance on establishing a single sign on account



## Instructions for Setting up Online Dealer Account

Letters containing PINs have been mailed to allow existing dealers to link to their account(s) online. Once the letter is received, follow these additional instructions for completing the process:

1. Dealer Getting Started : step by step process document assists users in linking to their account.
2. Explanation of User Roles Available in the New System : provides details regarding the available user roles.
3. Online Dealer Registration and Plates on Demand FAQ March 2017 : provides information regarding the Online Dealer Registration process and the Plates on Demand transition.

Welcome to Access Indiana  
The State of Indiana's Citizen Single Sign-On Portal  
Conduct business with ease and security

Sign In

Email Address

Password [Forgot your password?](#)

Sign in

Don't have an account? [Sign up now](#)

[Need Help?](#)

# Establishing an Account: Brief Overview

Establishing an online account is necessary in order to access Plates on Demand: <https://dealers.sos.in.gov/>

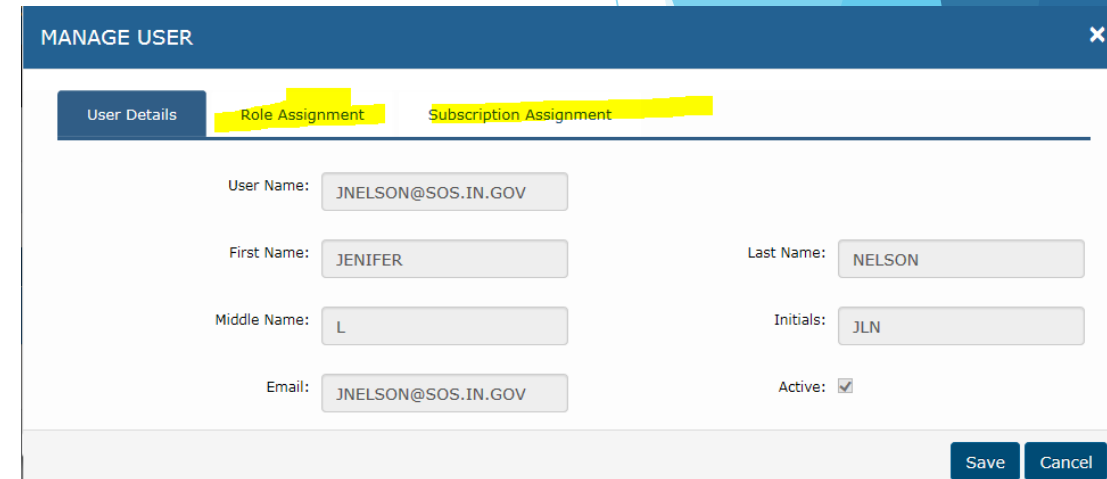
The image is a collage of screenshots from the Indiana Dealer Licensing website, illustrating the account creation process. The main screenshot shows the homepage with the URL <https://dealers.sos.in.gov/> and the text "IN Dealer: Your one-stop source for your license. LOGIN". Below this is a banner for "access INDIANA" with the text "Welcome to Indiana's single sign-in portal. Conduct business with ease and security." The "Sign In" section includes fields for "Email Address" and "Password", a "Forgot your password?" link, and a "Sign in" button. A link for "Don't have an account? Sign up now" is at the bottom.

Overlaid on the main screenshot are several smaller screenshots showing the account creation steps:

- Step 1:** A screen titled "Step 1" with the text "You must verify your Email Address first to create your Access Indiana Account". It lists three steps: 1. Enter your email address and a code will be delivered. \*\*\* This may take work \*\*\* 2. Check your email in a new browser tab or window. \*\*\* Do not leave this work \*\*\* 3. After receiving the code, enter it and proceed to Step 2. Below the steps is a "Send verification code" button.
- Step 2:** A screen titled "Step 2" showing the "Create New Password" form. It includes fields for "New Password", "Confirm New Password", "First Name", "Middle Initial", "Last Name", and "Phone Number".
- Dashboard:** A screenshot of the "AUTO DEALER SERVICES DIVISION" dashboard. It features a sidebar with "MY DASHBOARD", "ONLINE SERVICES", and "MY PROFILE". The main content area has fields for "Enter Dealer Number:" and "Enter PIN:", followed by a "Submit" button.
- Confirmation:** A screenshot showing a green checkmark and the text "Relationship between User and Dealer was created", with an "Ok" button at the bottom.

# Manage User: Roles and Subscriptions

- Select “Online Services” and then “Manage Users”. (Those linked to more than one Dealer must select Dealer from drop down list.)
- Select “Edit” for the employee
- The Primary Owner grants access by assigning at least one Role
  - Select the “Role Assignment” tab and choose the role
- Grant access to Online Alerts and Notifications through Subscriptions
  - Select the “Subscription Assignment” tab and choose the subscription
- Select “Save”



The screenshot shows a web application window titled "MANAGE USER" with a close button (X) in the top right corner. Below the title bar, there are three tabs: "User Details", "Role Assignment", and "Subscription Assignment". The "Role Assignment" tab is currently selected and highlighted in yellow. The form contains several input fields: "User Name" (JNELSON@SOS.IN.GOV), "First Name" (JENIFER), "Last Name" (NELSON), "Middle Name" (L), "Initials" (JLN), and "Email" (JNELSON@SOS.IN.GOV). There is also a checkbox labeled "Active" which is checked. At the bottom right, there are "Save" and "Cancel" buttons.

**Important:** Each user must go through the “Establishing an Account” process and link to a Dealer before the Primary User will be able to assign a role or subscription.



# Online Dealer Portal: My Dashboard

Once the user is authenticated, they will be redirected to the Online Dealer Dashboard.

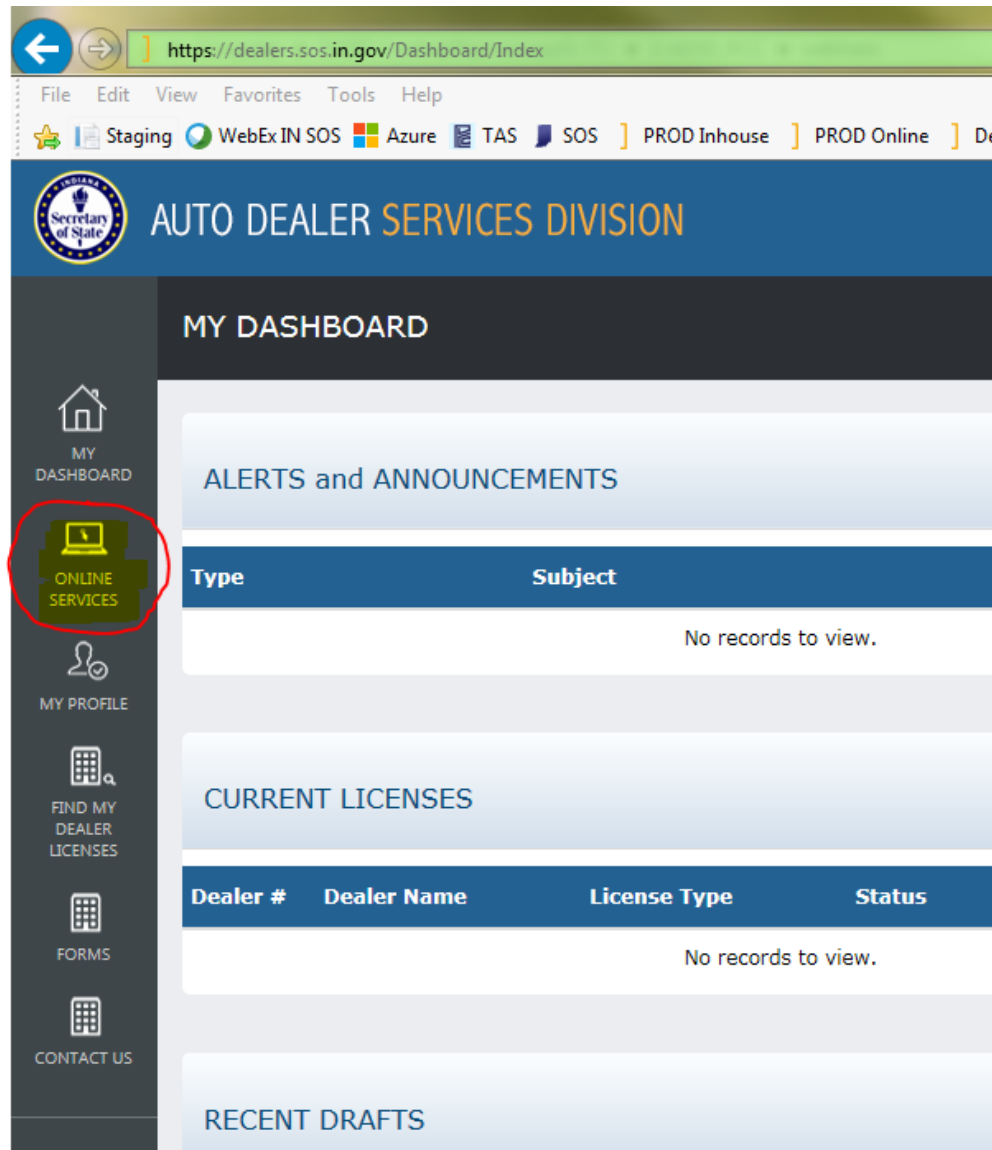
The screenshot displays the 'MY DASHBOARD' interface for the 'AUTO DEALER SERVICES DIVISION'. The header includes a welcome message for 'Jen Nels' and a 'LOGOUT' button. The dashboard is organized into a grid of sections, each with a 'View All' link. A left sidebar contains navigation icons for 'MY DASHBOARD', 'ONLINE SERVICES', 'MY PROFILE', 'FIND MY DEALER LICENSES', 'FORMS', and 'CONTACT US'. The main content area includes:

- ALERTS and ANNOUNCEMENTS**: A table with columns 'Type', 'Subject', and 'Generated Date'. It currently shows 'No records to view.'
- NOTIFICATIONS**: A table with columns 'Subject', 'Generated Date', and 'Action'. It currently shows 'No records to view.'
- CURRENT LICENSES**: A table with columns 'Dealer #', 'Dealer Name', 'License Type', 'Status', and 'Renewal Date'. It currently shows 'No records to view.'
- RECENT TRANSACTIONS**: An empty table placeholder.
- RECENT DRAFTS**: A table with columns 'Application Name', 'License Type', 'Status', and 'Date'. It currently shows 'No records to view.'
- RECENT PAYMENTS**: A table with columns 'Work Order #', 'Invoice #', 'Payment Type', 'Amount', 'Date', and 'Status'. It currently shows 'No records to view.'

The Online Dashboard will be fully functional in Phase 2.



# Online Dealer Portal: Online Services



In order to access Plates on Demand:

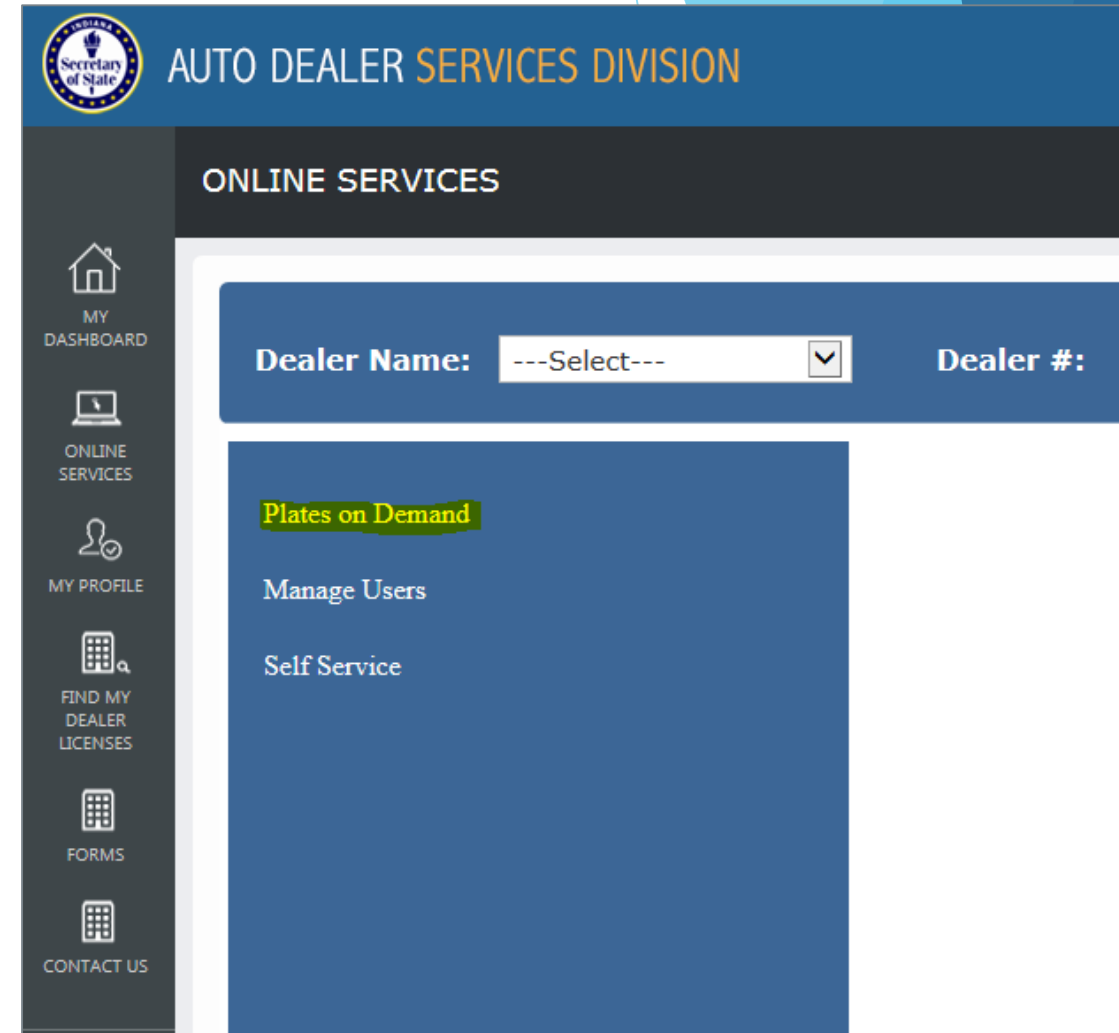
- Select “Online Services” from the navigation on the left of the screen.

NOTE: In Phase 1, only Plates on Demand and User Management will be implemented. Phase 2 will provide additional online services.

# NEW Plates on Demand: Go Live Date is 5/15/17

- <https://dealers.sos.in.gov/>
- New Plates on Demand option will be available on the website:

**Monday, May 15<sup>th</sup>**



# Online Services: Dealer Name

If the user is linked to only one Dealer License, this license will be defaulted as the “Active” license for which the user will conduct online activities.

If they are linked to more than one license, the user must select the appropriate license from the dropdown, then select the *Plates on Demand* option.

The screenshot displays the 'AUTO DEALER SERVICES DIVISION' interface. The top header includes the Indiana Secretary of State logo and the text 'AUTO DEALER SERVICES DIVISION'. Below this is a dark blue bar with 'ONLINE SERVICES'. A sidebar on the left contains icons and labels for 'MY DASHBOARD', 'ONLINE SERVICES', 'MY PROFILE', 'FIND MY DEALER LICENSES', 'FORMS', and 'CONTACT US'. The main content area features a form with 'Dealer Name: ---Select---' and 'Dealer #:' fields. A red arrow points to the dropdown arrow of the 'Dealer Name' field. Below the form, the 'Plates on Demand' option is highlighted in yellow, with a red arrow pointing to it from the 'Dealer Name' dropdown.

# Plates on Demand: Dealer Details

The system displays the current Interim Plate Limits, Issued, and Credit counts for the license as well as the number of credits that can be purchased for Motor Vehicle, Motor Cycles or both.

	MOTOR VEHICLE
YOUR CURRENT YEARLY LIMIT OF INTERIM PLATES	90
AVAILABLE CREDIT TO PRINT MORE ONLINE INTERIM PLATES	8
TOTAL INTERIM PLATES ASSIGNED TO YOU THIS LICENSE YEAR	21
YOU CAN BUY MORE CREDIT UP TO	61

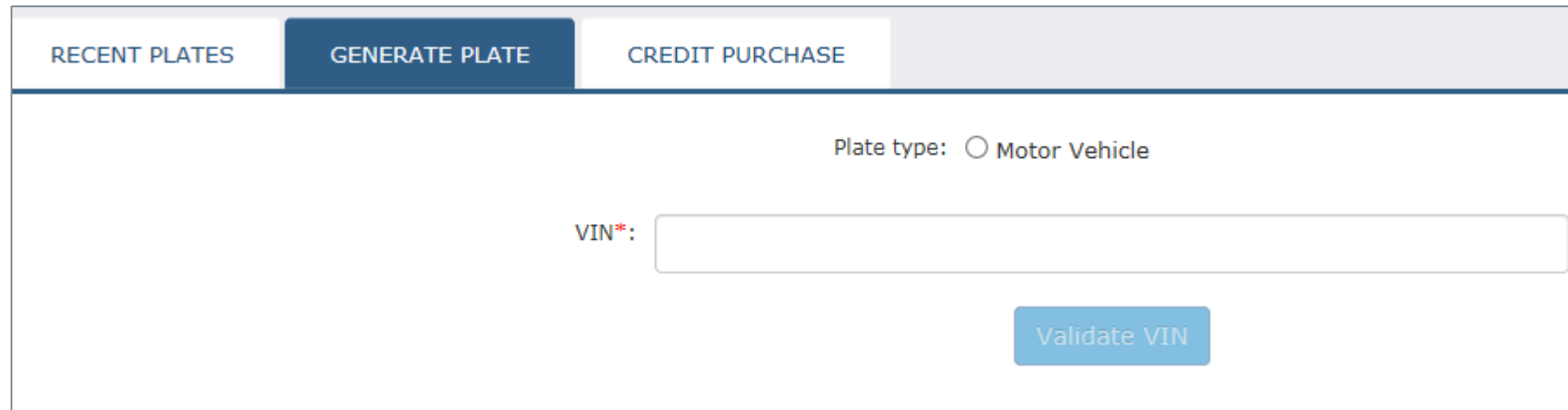
	MOTORCYCLES
YOUR CURRENT YEARLY LIMIT OF INTERIM PLATES	350
AVAILABLE CREDIT TO PRINT MORE ONLINE INTERIM PLATES	0
TOTAL INTERIM PLATES ASSIGNED TO YOU THIS LICENSE YEAR	1
YOU CAN BUY MORE CREDIT UP TO	349

	MOTOR VEHICLE	MOTORCYCLES
YOUR CURRENT YEARLY LIMIT OF INTERIM PLATES	200	300
AVAILABLE CREDIT TO PRINT MORE ONLINE INTERIM PLATES	0	0
TOTAL INTERIM PLATES ASSIGNED TO YOU THIS LICENSE YEAR	0	0
YOU CAN BUY MORE CREDIT UP TO	200	300

# Online Services: Plates on Demand

The new Plates on Demand is very similar to the existing Plates on Demand system.

Users can choose one of the following tabs to *View or Edit Interim Plates*, *Generate an Interim Plate*, or *Purchase Credits*.







The screenshot shows a web interface with three tabs: 'RECENT PLATES', 'GENERATE PLATE' (which is active and highlighted in dark blue), and 'CREDIT PURCHASE'. Below the tabs, there is a section for 'Plate type:' with a radio button selected for 'Motor Vehicle'. Below this, there is a label 'VIN\*:' followed by a text input field. At the bottom right of the input area is a blue button labeled 'Validate VIN'.

RECENT PLATES	GENERATE PLATE	CREDIT PURCHASE
<p>Plate type: <input type="radio"/> Motor Vehicle</p> <p>VIN*: <input type="text"/></p> <p>Validate VIN</p>		

# Plates on Demand: Recent Plates Tab

Issued Interim Plates are displayed in a grid on the first tab, in descending order by *Issue Date*.

RECENT PLATES   GENERATE PLATE   CREDIT PURCHASE

Plate Number	Issue Date	Expiration Date	Year	Make	Model	Color	VIN	Customer Name	Generated By	Action
A000086	11/2/2016	12/17/2016	1991	DODGE	SHADOW	White	3B3XP45K9MT603924	James Stock	JSTEVENS	 
A000085	11/2/2016	12/17/2016	1991	DODGE	SHADOW	White	3B3XP45K9MT603924	Comstock	JSTEVENS	 

You may edit certain cu  
information fields for in  
limited time. Editing a  
not change the original  
printed interim plate is  
plate.

Page 1 of 1

Do you want to open or save A000086.pdf (168 KB) from devweb12.gcr1.com?

Open Save Cancel

To *View, Print or Edit a Plate*, simply locate the record in the grid and click the button of the desired action.

The message box shown above allows the user to open the record with the plate for printing purposes.

# Plates on Demand: Generate Plate Tab

To *Generate an Interim Plate*, select the second tab and select the plate type.

	MOTOR VEHICLE	MOTORCYCLES
YOUR CURRENT YEARLY LIMIT OF INTERIM PLATES	200	300
AVAILABLE CREDIT TO PRINT MORE ONLINE INTERIM PLATES	0	0
TOTAL INTERIM PLATES ASSIGNED TO YOU THIS LICENSE YEAR	0	0
YOU CAN BUY MORE CREDIT UP TO	200	300

RECENT PLATES

GENERATE PLATE

CREDIT PURCHASE

Plate type: ☐ Motor Vehicle  
☐ Motorcycle

VIN\*:

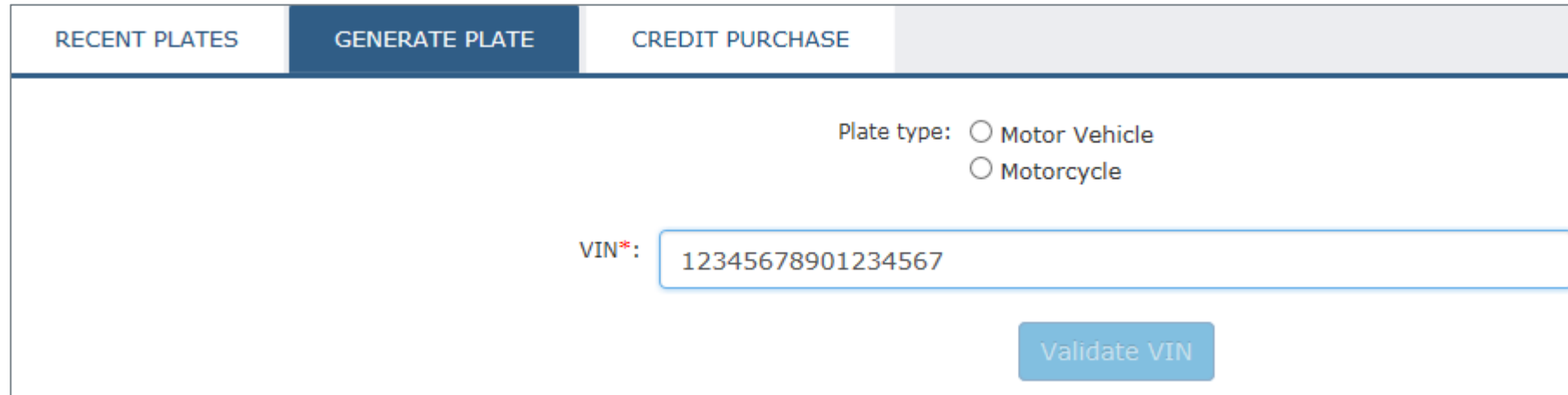
Validate VIN

If there are no purchase credits available for the plate type the user is reminded to first purchase credits.



# Plates on Demand: VINtelligence

The new Plates on Demand application provides integrated VINtelligence services, which will assist the online user in providing a 17-character VIN.



The screenshot displays the 'Plates on Demand' application interface. At the top, there are three tabs: 'RECENT PLATES', 'GENERATE PLATE' (which is the active tab), and 'CREDIT PURCHASE'. Below the tabs, the 'Plate type' section has two radio button options: 'Motor Vehicle' and 'Motorcycle'. The 'VIN\*' field is a text input box containing the 17-character VIN '12345678901234567'. To the right of the input field is a blue button labeled 'Validate VIN'.

Enter the VIN and click *Validate VIN*. The 17-character VIN is sent to VINtelligence and will return the vehicle Year, Make and Model values related to the VIN or supply options.

\* Be sure to verify all information entered and returned.

# Plates on Demand: VINtelligence (cont.)

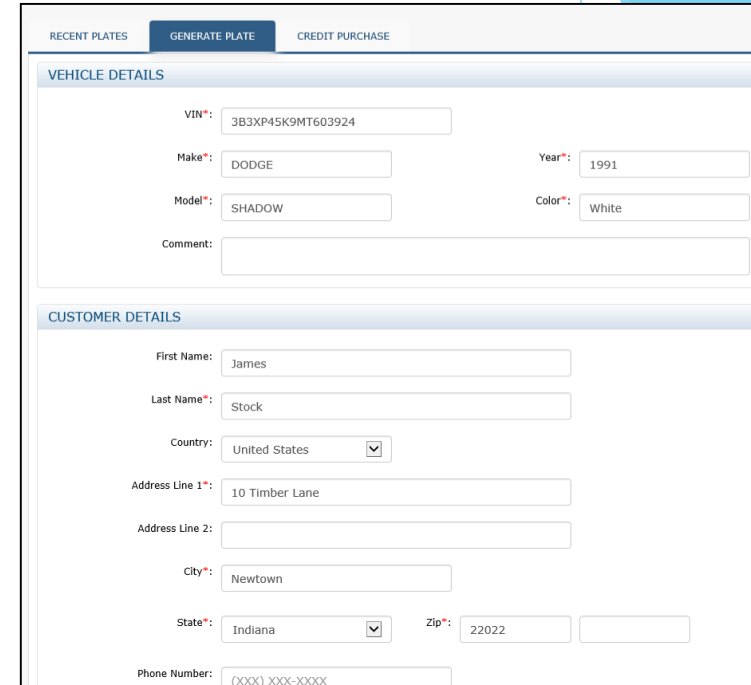
If the VIN is not valid, or not 17-characters, the user is presented with an error message and must correct or take additional action before proceeding:

- “VIN entered was corrected. Please review. You can select to use the VIN as entered or use the corrected VIN. Otherwise, you can select the Cancel button and start over.”
- “VIN entered could not be validated. Please review. You can select to use the VIN as entered or select the Cancel button and start over. ”
- “The VIN entered is not 17 characters long. Please confirm the VIN is correct before selecting the Use VIN button.”

# Plates on Demand: Generate Plate Tab

Once the VIN has been accepted, the user should continue to enter the remaining Vehicle and Customer Details and click *Generate Plate*.

When printing, select “Actual Size” in the print options.



The screenshot shows a web interface with three tabs: 'RECENT PLATES', 'GENERATE PLATE' (selected), and 'CREDIT PURCHASE'. The 'GENERATE PLATE' tab contains two sections: 'VEHICLE DETAILS' and 'CUSTOMER DETAILS'. In the 'VEHICLE DETAILS' section, the VIN is 3B3XP45K9MT603924, Make is DODGE, Year is 1991, Model is SHADOW, and Color is White. There is a comment field. In the 'CUSTOMER DETAILS' section, the First Name is James, Last Name is Stock, Country is United States (selected), Address Line 1 is 10 Timber Lane, Address Line 2 is empty, City is Newtown, State is Indiana (selected), Zip is 22022, and Phone Number is (XXX) XXX-XXXX.



A PDF of the Interim Plate is displayed for the user to Print. The Issued and Credit counts are adjusted.

# Plates on Demand: Credit Purchase Tab

Depending on their assigned role, Users can choose to purchase credits by clicking on the *Credit Purchase* tab.

Enter the number of credits to purchase for either Motor Vehicle or Motorcycle Interim plates, or both and then *Add to Shopping Cart*.

RECENT PLATES

GENERATE PLATE

CREDIT PURCHASE

CREDIT PURCHASE

Interim Plate Type	Credits Available to Purchase	Please enter the number of interim plate credits you want to buy at this time	Unit Price	Fee
MOTOR VEHICLE	200	<input type="text"/>	\$3.00	\$0.00
MOTORCYCLES	300	<input type="text"/>	\$3.00	\$0.00
			Total Fee:	\$0.00

Cancel

Add to Shopping Cart

# Plates on Demand: Shopping Cart

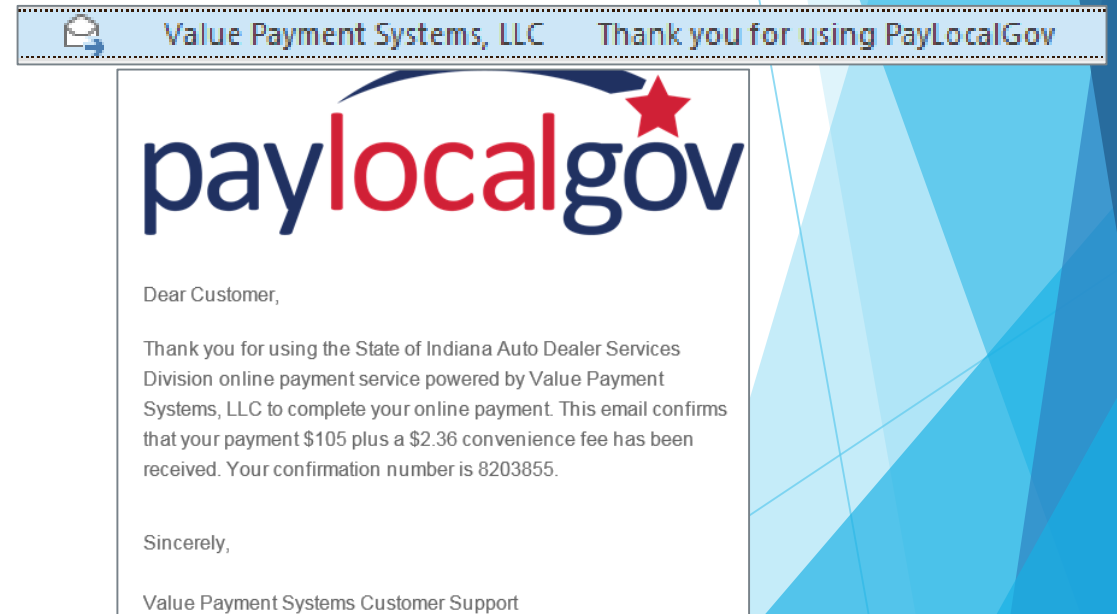
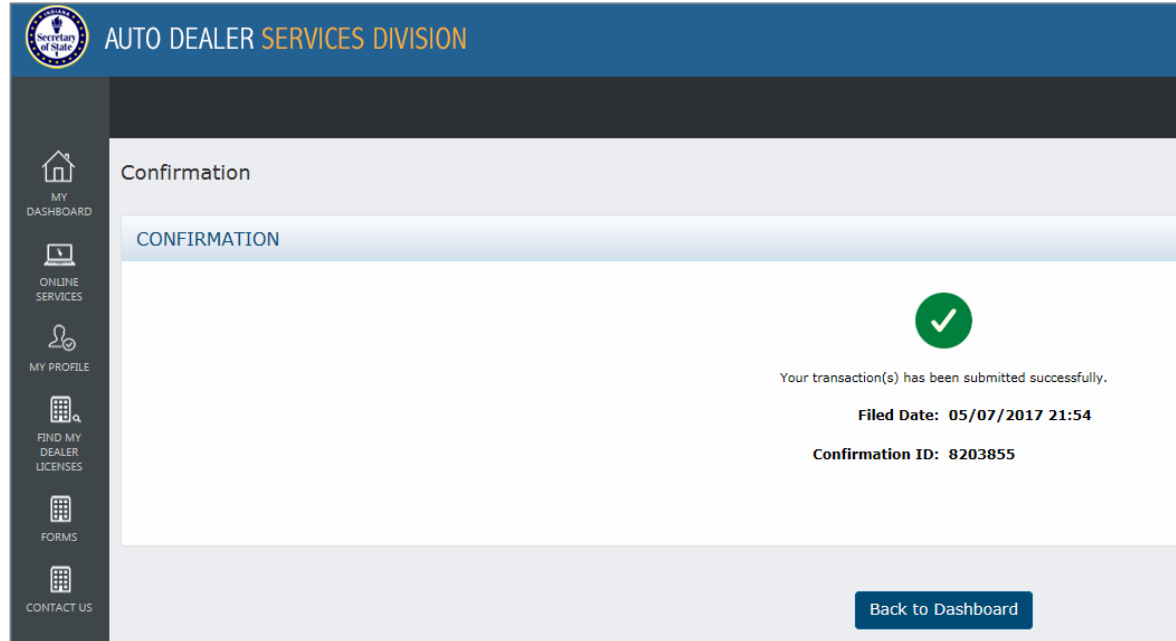
Click *Add to Shopping Cart*. The user is taken to the *Shopping Cart* screen and can “*Proceed to Checkout*”.

SHOPPING CART					
Transaction Type	Dealer #	Dealer Name	# of Units	Fee	Action
INTERIM PLATE MOTOR VEHICLE			20	\$60.00	Delete
INTERIM PLATE MOTOR CYCLE			15	\$45.00	Delete
			<b>SUB TOTAL:</b>	<b>\$105.00</b>	
Add Transaction		Cancel	Proceed to Checkout		

The user is taken to the secure online payment gateway and can complete the transaction using a credit card, debit card or guaranteed eCheck.

# Plates on Demand: Shopping Cart

Once the transaction is complete, the user will receive a Confirmation message and an email will be sent to the email address provided in the transaction.



Select *Back to Dashboard* to return to the online system.

# Plates on Demand: Credit Purchase

From *My Dashboard*, select *Online Services* and *Plates on Demand* to return.

The recently purchased credits are displayed at the top of the screen in the *Dealer Details* section.


	MOTOR VEHICLE	MOTORCYCLES
YOUR CURRENT YEARLY LIMIT OF INTERIM PLATES	200	300
AVAILABLE CREDIT TO PRINT MORE ONLINE INTERIM PLATES	20	15
TOTAL INTERIM PLATES ASSIGNED TO YOU THIS LICENSE YEAR	0	0
YOU CAN BUY MORE CREDIT UP TO	180	285


Now that Credits are available, the User will be able to use the *Generate Plate* tab to generate interim plates.





# Online Dealer Dashboard


Back on the Dashboard, the user can view the credit purchase in the *Recent Payments* section.


 **AUTO DEALER SERVICES DIVISION**


Welcome! **Jen Nels** 


 **0** [LOGOUT](#)


 MY DASHBOARD

 ONLINE SERVICES

 MY PROFILE

 FIND MY DEALER LICENSES

 FORMS

 CONTACT US

ALERTS and ANNOUNCEMENTS [View All](#)

Type	Subject	Generated Date
No records to view.		

NOTIFICATIONS [View All](#)

Subject	Generated Date	Action
No records to view.		

CURRENT LICENSES [View All](#)

Dealer #	Dealer Name	License Type	Status	Renewal Date
No records to view.				

RECENT DRAFTS [View All](#)

Application Name	License Type	Status	Date
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RECENT TRANSACTIONS

Work Order #	Invoice #	Payment Type	Amount	Date	Status
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RECENT PAYMENTS [View All](#)

Work Order #	Invoice #	Payment Type	Amount	Date	Status
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# Questions?



Contact Information:	
Indiana Secretary of State Auto Dealer Services Division:	
Auto Dealer Services Main Line	317-234-7190
Fax	317-233-1915
E-mail	Dealers@sos.IN.gov